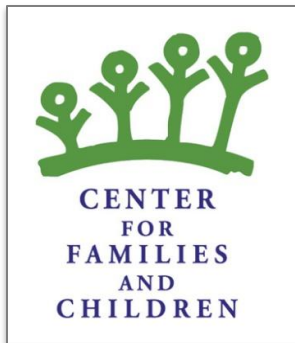


Providing Behavioral Health and Primary Care Services to the SPMI Population in Cleveland, Ohio



**Center for Families and Children
&
Cleveland Clinic Foundation**

Cohort #1

Contact: Beth Trecasa

btrecasa@c4fc.org



About our Program

Center for Families and Children (CFC)

- Community human services agency since 1970- we are in an urban setting in Cleveland, Ohio.
- We serve 7,000 adults with serious to severe mental illness and 500 children with serious emotional disorders each year at 6 locations.
- In partnership with the **Cleveland Clinic Foundation**, we now offer primary care services at two of our sites-- opened in Feb 2010.
- We also provide mental health assessment, community psychiatric supportive treatment (CPST), counseling, and pharmacological management (including on-site pharmacy services).



About our Program

- The integration of primary care services on-site was an established goal for CFC and a natural progression. Our “whole health” model is central to CFC’s current strategic plan.
- Our overall project goal is to address behavioral health complications and related early morbidity due to lack of access to and utilization of primary and specialty care.
- We are on target to enroll 600+ clients into the project.
- We have implemented a new staff development program, where staff meet to discuss topics and specific client cases from both behavioral and primary care perspectives.
- We continue building our new electronic medical record (EMR), through Netsmart’s Avatar system. We have built in assessment forms and progress notes specific to primary care and included primary care goals, objectives, and interventions into an integrated treatment plan.

Who We Are

- CFC takes a holistic approach to staffing and include pharmacists, case managers/counselors, nurses, advanced practice nurses, and doctors who provide behavioral health and primary care to our clients.
- CFC primarily employees its staff, but also contracts with hospitals systems, like the Cleveland Clinic Foundation and University Hospitals.
- Our Cleveland Clinic staff also provide administrative leadership for program implementation and quality control; as well as for future program development.



Enrollment/Reassessment

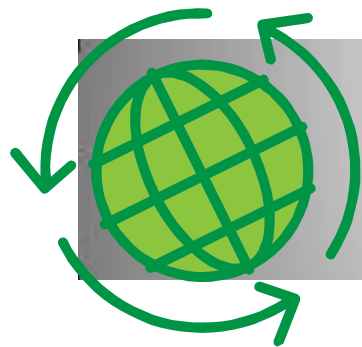
- We have enrolled nearly 400 unique clients and provided medical history assessments, physical exams, health screenings, laboratory tests, and management of chronic diseases.
- Our target population began as uninsured clients only. As such, when a client received Medicaid/Medicare benefits, they became ineligible for primary care services through the project. This limited our ability to enroll and maintain clients in the project. We recently established the ability to bill Medicare for primary care services and Medicaid will soon follow.
- 97% of total client responses since the project start, indicate that they like the services they receive at CFC and that they would recommend CFC to others.
- Nearly 60% of new clients rate their health as no better than “fair” in their baseline assessment. After receiving integrated care at CFC for 1 year, nearly 65% of our clients rate their health “good” or better.



Wellness



- CFC provides on-site Farmers' Markets for clients and community members, 1-2 x week during growing seasons (5 months). A variety of fruits, vegetables, and sometimes grains are available at no cost.
- CFC Clubs, which are social and behavioral health groups, have increased their wellness offerings by including topics on stress reduction, healthy eating/cooking, and general physical health care. A wellness topic is now included at each club meeting.
- CFC Walking Club was developed for clients to promote exercise, and weight loss.
- Clients receive educational materials and supplies for improving oral hygiene and/or increasing awareness of safe sexual practices.
- CFC Pharmacy is a developing partner in Quarter 3 by providing educational materials, resources, and supplies to CFC clients.



Finance/Sustainability

- CFC is now able to provide primary care to Medicare clients.
- In addition, we have nearly completed the process which will allow us to also include Medicaid clients who have coverage through Care Source (Ohio Medicaid managed care company). We anticipate this will be completed by late May at the earliest and no later than August.
- The addition of Medicaid clients will result in significantly more clients receiving both behavioral health and primary care services on site.
- We are in the final stages of formalizing an agreement with an additional partner, Care Alliance which is a Federally Qualified Health Center (FQHC). This partnership will give CFC full-time primary care services at two sites.

CFC's Future as a Medicaid Health Home



- The State of Ohio has adopted a paradigm shift from a fee for service CPST model toward patient centered medical homes with special focus on the SPMI population.
- “Medicaid Health Homes” are designed to improve care coordination and integration of behavioral health and primary care; to improve health outcomes for the SPMI population; to reduce hospitalizations and dependence on long-term care facilities; and to lower the overall cost of healthcare while improving outcomes.
- CFC is dedicated to providing continued behavioral health and primary care after the conclusion of the PBHCI grant. With our financial sustainability barriers improving, we move forward with preparations to become an Ohio Medicaid Health Home in an effort to help our clients to access services and experience a higher quality of life.